5/24/23, 11:01 AM ANSWER SHEET Assessment : Field Technician Network Storage Theory Secured Marks : 73 Total Marks : 160

View Assessment

10. Feedback is given by
1) Receptionist 2) Customer 3) Storekeeper 4) Managing director
Your Answer is wrong Receptionist
The Right Answer is. Customer The Right Answer is "Castemer

20. In storage architectures performance may be slowed down due to overloading.

1) TRUE 2) FALSE

Your Answer is correct: TRUE

30. The image indicates

1) Protected View 2) Handle with care 3) Restricted Entry 4) Fragile

Your Answer is wrong Fragile Your Answer is wrong:Fragile The Right Answer is :Handle with care The Right Answer is 1 will follow the instruction manual that is supplied with the hardware

60. Identify the image

1) Antistatic Handgloves 2) Heat resistant Hand gloves 3) High tension Hand gloves 4) Cleaning Gloves

Your Answer is correct: Antistatic Handgloves

70. Do you think greeting a customer will help you?

1) Yes 2) No 3) Not Sure

Your Answer is correct: Yes

80. Is it necessary to fix up an appointment with the customer?

1) Not necessary as someone will be there at the customer?

1) Not necessary as consone will be there at the customer yellow and your Answer is correct. Yes, it is important and looks more professional Your Answer is correct. Yes, it is important and looks more professional 90. When do you get this error message? SQ. When do you get this error message?

When do you get this error message?

We version of the operating system you are using is not supported by
the software you are strengthing to includ.

The version of the operating system of the operating to the strength of the software you are using a pirated version of the to Your Answer is correct. If the software is not compatible with the version of the operating system Tour Answer is wrong a JPC
The Right Answer is the Study of the above
The Right Answer is wrong AJPC
The Right Answer is known of the above
The Right Answer is wrong AJPC
The Right ADPC
The Right AJPC
The Right ADPC
The 14Q. What it an open ended question?

1) Question asked to the client to about his family 2) Question asked to the client to about his job 3) Question asked to the client which talks eloborately on the issues faced by the client 4) Question asked to the client to provoke him Your Answer is wrong:Question asked to the client to about his job
The Right Answer is :Question asked to the client which talks eloborately on the issues faced by the client 16Q. What is the ideal location for a system?

1) In a properly ventilated place. 2) Location doesn't matter 3) Near a power source 4) Near the television

Your Answer is correct. In a properly ventilated place.

17Q. After Completion the assigned work to you on a particular day, what is your next step to do?

1) Go back home 2) Come back to office to punch attendance card 3) Document the work completed on the day to the supervisor 4) None of the above Your Answer is correct. Document the work completed on the day to the supervisor 18Q .The following image is used to 1) Connect Power Supply to the Mother Board 2) Connect other computers and peripherals in the network 3) Connect the telephone line to the computer 4) Connect the monitor Your Answer is correct. Connect other computers and peripherals in the network 19Q .Where can you find the details of the warranty coverage?

1) Invoice 2) Quotation 3) Purchase Order 4) None of the above 20Q. In an networked computer, when you get a message "Cannot Connect", which of the following should be done to recitly?

1) Reboot the PC _2) Turn off and Turn on the Modem _3) All of the above _4) Turn off and Turn on the Router
Your Answer is wrong Turn off and Turn on the Router
The Right Answer is All of the above Your Answer is wrong:25% The Right Answer is :20% 22Q. What other softwares that you will promote to the customer during installation of a new PC?

1) And virus 2) Accounting 3) ERP Software 4) All of the above
Your Answer is wrong All of the above
The Right Answer is Justi virus 23Q. What will you tell the customer if his HDD is to be replaced?

1) Ask him to replace the whole PC 2) Tell him to replace the HDD 3) Tell him to replace the HDD and the cost involved 4) Tell him to replace the HDD together with the mother board Your Answer is correct. Tell him to replace the HDD and the cost involved 24Q. What does the term SOP refers to with respect to quality standards?

1) Standard Online Procedures 2) Sales Operating Procedures 3) Standard of Policies 4) Standard Operating Procedures

Your Answer is correct: Standard Operating Procedures 250 . The image depicts a type of

1) Local Area Network 2) Wide Area Network 3) Metropolitan Area Network 4) Storage Area Network

Your Answer is wrong Local Area Network

The Right Answer is Metropolitan Area Network 26Q. As a field technician, what would be the first thing to do in the morning?

1) To look into the Customer care log for registered complaints 2) To talk to a colleague for any interesting stories 3) Walt for the supervisor to tell you what to do today 4) Walt for any customer to call you for any complaints

Your Answer is correct. To took into the Customer care log for registered complaints 27G. What will be your action when you encounter multiple problems in a customer's PC?

1) Will led only the problems where I can charge him more money. 2) Will not explain him the problems in stead will give only the solutions. 3) Will summarize all the problems and the necessary solutions to them. 4) Will leave it to the supervisor to deal with the customer Your Answer is wrong Will leave it to the supervisor to deal with the customer The Figure Answer is wrong Will leave it to the supervisor to deal with the customer The Figure Answer is Will summarize all the problems and the necessary solutions to them. 28Q. How many visits does it take to upgrade a RAM at the customer's place?

1) Single Visit 2) Two Visits 3) Three Visits 4) Many Visits

Your Answer is correct: Single Visit 290. How will you communicate a problem to the customer?

1) Will hide the exact problem as I can manipulate later. 2) Will tell him the exact problem and possible solution so as to make the customer confident. 3) No need to tell anything as the customer will not understand technical things. 4) Communicating to customer is not my job.

Your Answer is correct. Will tell him the exact problem and possible solution so as to make the customer confident. 300. What will you do while the customer tries to explain his problem over phone and if takes a longer duration?

1) I will tell him that I will come and fix his problem in person and cut the line immediately. 2) I will islete to the customer patiently and encourage him to explain more as I may get a better picture of his problem. 3) I will just get the location of his house and cut the line.

Your Answer is wrong; will just get the location of his house and cut the line.

The Right Answer is a will islen to the customer patiently and encourage him to explain more as I may get a better picture of his problem. 32Q .identify the image. 1) Offset Printer 2) Litho Printer 3) Plotter 4) Fax Machine
Your Answer is wrong Litho Printer
The Right Answer is Plotter Your Answer is wrong:Still under warranty
The Right Answer is :No, the warranty expired by a day. 34Q. Identify the image

1) Printer 2) Scanner 3) Photocopier 4) Fax Machine

Your Answer is correct: Scanner 35Q. Process of replacing a damaged HDD under warranty: Day 1: Collect the HDD from the customer. Day 2 to Day 3: At your center for further evaluation. Day 4: Send it to the distributor for replacement. Day 15: New Hard disk arrives at your office. What will be the time frame that you will commit the customer?

1) I will not commit any time frame to the customer and will say that I will replace once I receive the new HDD. 2) I will tell thin that it takes more than 1 month to be safe. Your Answer is wrong! will tell him that the HDD will be replaced in 2 days as I am worried the customer may get angry if I ask for more time. The Right Answer is : I will tell the customer that it normally takes 15 days for HDD replacement. 36Q. What will you do after completing the job successfully at a customer's place?

1) Give a demo to the client. 2) Give him the invoices (if any) 3) Get the feedback form filled. 4) All of the above

Your Answer is correct: All of the above Your Answer is correct. All of the above

37Q . Identify the image

1) Set Top Box 2) Router 3) Wireless Router 4) Transmitter

Your Answer is wrong Wireless Router
The Right Answer is Set Top Box Your Answer is wrong:Visit the customer to solve the problem
The Right Answer is :Talk to the customer to better understand the problem 39Q_What is a "Pert Number" that comes with the Invoice?

1) An unique identification number given by the manufacturer to trace the product. 2) Brand Number given to the product. 3) A series of number given randomly. 4) Registration number of the vendor who is selling the part Your Answer is wrong:Registration number of the vendor who is selling the part.

The Right Answer is :An unique identification number given by the manufacturer to trace the product. Your Answer is wrong:None of the above
The Right Answer is :Print a test page to verify if the printer is installed properly 41Q. Will you inform the customer on the cost incurred on any service upfront before commencing the work?

1) Yes 2) No
Your Answer is correct: Yes 42Q .What is TAT?

1) Turn Around Time 2) Turn Around Task 3) Trigger Amount Time 4) Take Around Time Your Answer is wrong:Turn Around Task
The Right Answer is :Turn Around Time 43Q. With respect to uploading a configuration file, RDA stands for
1) Resolve Diagnostic Assistant 2) Remote Data Acquisition 3) Random Diagnostic Assistant 4) Remote Diagnostic Assistant
Your Answer is correct: Remote Diagnostic Assistant 44Q. How will you help the customer to explain the problems that he is facing?

1) By opening the CPU and checking it directly. 2) By asking Open and Close ended Question Your Answer is wrong By asking him to write down whatever he faces. The Right Answer is -By asking Open and Close ended Questions. 45Q. Identify the image Pour Answer is correct. Warranty Card

Your Answer is correct. Warranty Card

Your Answer is correct. Warranty Card 460. Customer information can be shared with anyone
1) No, they are confidential 2) Yes, Can be shared with anyone 3) Both the above 4) None of the above Your Answer is wrong:None of the above The Right Answer is :No, they are confidential 47Q. What does "Power Cycle" means?

1) Give additional power supply to the devices connected to the network 2) Switch Off and On the devices connected to the network 3) Power rating of the server 4) Frequency of the network Your Answer is wrong Power rating of the server
The Right Answer is -Switch Off and On the devices connected to the network

4BO. What should be done white a customer explains about a problem?

1) Listen carefully to him to understand the problem better

2) Ask him to write the problems that he is facing

3) all of the above

4) none of the above

Your Answer is wrong none of the above

The Right Answer is Listen carefully to him to understand the problem better

490. The iron tip temperature of soldering iron is in the range of 1)100 - 120 degree fahrenheit 2) 330 - 350 degree fahrenheit 3) 1000 - 1200 degree fahrenheit 4) 600 - 800 degree fahrenheit Your Anseer is wrong-100 - 120 degree fahrenheit The Right Anseer is 3:30 - 350 degree fahrenheit

50Q. When a customer enquires about installing an operating system but does not want to spend more money on buying it. What would be your sugestion?

1) Ask him to buy a pristed version from the market. 2) Ask him to install a trial version of the operating system. 3) Ask him to install Linux. 4) None of the above
Your Anesser is wrong-Ask him to buy a pristed version from the market.

The Right Answer is Ask him to install Linux.

S1Q After completion of all installation, what you should do?

1) Make sure the customer is satisfied. 2) Submit the invoice 3) Leave the customer's place without doing anything 4) Ask for tips from the customer Your Answer is wrong Ask for tips from the customer. The Right Answer is After sure the customer is satisfied. 52Q. What does SLA stands for among the following?

1) Service Level Association: 2) Service Level Agreement

3) Software Level Agreement

You Answer is wrong Service Level Agreement

The Right Answer is Software Level Agreement

The Right Answer is Software Level Agreement

53Q .What is the ideal voltage range for safe installation of Devices?

1) 200 - 220 V AC' 2) 180 - 200 V AC 3) 50 - 100 V DC 4) Above 300 V

Your Answer is wrong:200 - 220 V AC' The Right Answer is :180 - 200 V AC

55Q .ldentify the image 1) Soldering Iron 2) Drilling Machine 3) Punching Machine 4) Riveting Machine Your Answer Is correct: Soldering Iron

570. The hard disk of your customer's PC is damaged but is repairable. What will be your suggestion to the customer?

1) Repair the hard disk as it is repairable. 2) Replace it with a new one. 3) Try to force the customer to buy a new one, if he refuses then only repair it. 4) Ask the supervisor and follow what he instructs.

Your Answer is wrong:Ask the supervisor and follow what he instructs. The Right Answer is :Repair the hard disk as it is repairable. 59Q .What is SLA?

1) Service Level Agreement 2) Service Level Aggregate 3) Service Level Associate 4) Service Level Authenticate
Your Answer is correct: Service Level Agreement

1) Animator 2) Multimedia Projector 3) AM-FM receiver 4) Transponder
Your Answer is correct. Multimedia Projector 600. How important is to give a demo to the customer?

1) Not very important 2) it is important as the client will know the best practices of operating and maintaining the equipments 3) Both the above 4) None of the above Your Answer is correct. It is important as the client will know the best practices of operating and maintaining the equipments